



**OFFICE OF CITY COUNCILWOMAN ANA SANDOVAL**  
**DIRECTOR OF COMMUNICATIONS & SPECIAL PROJECTS**

<b>Job title</b>	<i>Director of Communications &amp; Special Projects</i>
<b>Salary Range</b>	<i>Set by Elected Official</i>
<b>Reports to</b>	<i>Councilwoman</i>

*This is a position being hired by City Council Member Ana Sandoval. Assistants are not city employees, but are employees of the individual Councilmember. These assistants answer only to the Councilmember by whom they are employed, and represent only the respective Councilmember's point of view in serving constituents.*

**Application Instructions:**

Interested individuals should email a letter of interest, resume, and completed questionnaire to:

**Ana Sandoval**

Councilwoman-Elect District 7

Email: [anasandoval.councilaide@gmail.com](mailto:anasandoval.councilaide@gmail.com)

**Job purpose**

- Under general direction performs a wide variety of professional duties involved in the external communication functions of the council office to include newsletter development, social media management, media relations and research to include interaction with other City Council offices, City Departments and external organizations. Provides information and assistance to the public and direct administrative assistance to the Elected Official. Works closely with individuals, advocacy groups and other associations to provide information or referrals for City services. Must be politically astute and use discretion for all issues and requests.

**Duties and responsibilities**

- Ensures accurate and timely information flow between the Council Office and the residents of District through newsletters, social media, and other appropriate media.
- Serves as the council office liaison with media outlets.
- Works in conjunction with the Chief of Staff to draft responses to media inquiries and/or questions relating to the District Council office and other policy related issues.
- Prepares and assembles reports and other materials for distribution.
- Serves as project manager for special projects and new initiatives.
- Develops and implements new programs and resolutions to issues.
- Coordinates with City staff and neighborhood groups on the dissemination of information concerning specific neighborhood projects.

- Attends and participates in neighborhood association and HOA meetings and events; follows up on community inquiries.
- Develops and implements strategy for neighborhood engagement.
- Maintains abreast of best practices in local governance.
- Demonstrates commitment to continuous improvement.
- Maintains coworkers and supervisor apprised of activities and progress via communication and established office reporting protocols.
- Performs related duties and fulfills responsibilities as required.

### **Preferred Qualifications**

Preferred Qualifications include:

- Bachelor's degree from an accredited college or university with major coursework in Communications, Journalism, Urban Planning, Political Science, Public Administration, or related field.
- Master's degree preferred.
- Two (2) years of increasingly responsible administrative, customer service, problem solving.
- Or combination of education and experience.
- Previous government experience desirable.

### **Knowledge, Skills & Abilities**

- Knowledge of the principles and best practices of social media.
- Knowledge of principles and best practices of public involvement.
- Skill in utilizing Microsoft Office Suite, Google Docs, and graphic design software.
- Ability to learn city services, programs, codes and ordinances.
- Ability to learn and apply policies and procedures utilized in handling inquiries and complaints.
- Ability to exercise quick judgment, diplomacy, and follow through.
- Ability to communicate clearly and effectively, both verbally and in writing.
- Ability to respond to inquiries, complaints, and requests for services in a fair and tactful manner.
- Ability to establish and maintain effective working relationships.
- Ability to shoot and edit quality photographs.
- Ability to develop clear and concise memos and reports.
- Ability to effectively manage multiple projects simultaneously.
- Ability to work independently; actively seek collaboration; support colleagues in their work, and work in a multicultural environment.
- Superior planning and organizational skills.

### **Work Location**

**Work Location:**

City Hall – 4<sup>th</sup> Floor

100 Military Plaza  
San Antonio, TX 78205 or district field office

### **Questionnaire:**

1. Describe a public participation experience you have had with a council office, the City of San Antonio or other government agency. Summarize what worked well, what could have been better and how you would improve the process. (250 words)
2. Identify two initiatives you would like the Council Office to undertake. Explain why and how. (250 words)
3. Describe an occasion in which you provided outstanding customer service.
4. How well can you
  - a. Speak Spanish?
  - b. Write Spanish?
  - c. Read Spanish?
  - d. Speak/read/write any other languages?
5. List any areas in which you feel you have subject area knowledge or expertise, e.g., public safety, education...
6. Please provide names and contact information for three references:
  - a. Supervisor
  - b. Coworker
  - c. Someone you have supervised
7. Please submit
  - a. A writing sample 250 to 1,000 words long.
  - b. A sample newsletter, flyer, etc.
  - c. Any other sample work product you feel demonstrates your qualifications for the position.